

20th November 2003

Dear Sirs

Re: Contract Number 771222

A month ago (23/10) I had windows and doors fitted by yourselves and I would like to say how pleased I am with the quality and look of the finished products, both inside and out.

The two young gentlemen who carried out the installation on a very, very cold day, were punctual, polite, efficient and left no mess for me to clear up and made the whole job very stress free for myself.

I look forward to dealing with your company again in the near future, for the remainder of the work that is required to my home.

Yours faithfully

Carole Jung